

Appl. No. : 09/808,421
Filed : March 13, 2001

AMENDMENTS TO THE CLAIMS

The listing of claims replaces all prior versions and listings of claims. Only those claims being amended herein show their changes in highlighted form, where insertions appear as underlined text (e.g., insertions) while deletions appear as strikethrough text (e.g., ~~deletions~~).

1. **(Currently Amended)** A method of facilitating services, said method comprising:
 - generating listing information identifying a service provider, wherein the service provider is a human;
 - making said listing information available to potential clients of said service provider;
 - receiving an agreement from said service provider to use a first computer-based service-enhancing system to provide services to each client obtained as a result of said making said listing information available, said agreement from said service provider including data representing a promise by said service provider to use said first computer-based service-enhancing system to provide said services;
 - receiving an agreement from at least one client to use said service provider to provide services, said agreement from said at least one client including data representing a promise by said at least one client to use said service provider to provide services; and
 - monitoring by the computer-based service-enhancing system a frequency of service-related communications between said service provider and said at least one client during the time that services are provided to said at least one client.
2. **(Currently Amended)** The method of claim 1, further comprising:
 - generating second listing information identifying a second service provider, wherein the second service provider is a human;
 - receiving an agreement from said second service provider to use a second computer-based service-enhancing system having at least one feature absent from said first service-enhancing system, said agreement from said second service provider including data representing a promise by said second service provider to use said second computer-based service-enhancing system;

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making said second listing information available to at least some of said potential clients; and

enhancing the availability to said at least some potential clients of said second listing information.

3. **(Currently Amended)** A method of facilitating services, said method comprising:

generating listing information identifying a service provider, wherein the service provider is a human;

making said listing information available to potential clients of said service provider; and

receiving an agreement from said service provider to communicate with clients in accordance with a predetermined communication frequency while providing services, said agreement from said service provider including data representing a promise by said service provider to communicate with said clients in accordance with said predetermined communication frequency;

receiving an agreement from at least one client to use said service provider to provide services; and

monitoring by a computer software-based process a frequency of service-related communications between said service provider and said at least one client while said service provider provides services for said at least one client.

4. **(Currently Amended)** The method of claim 3, wherein said receiving an agreement from said service provider includes receiving data representing a promise by said service provider ~~an agreement~~ to use a computer-based system to communicate with clients.

5. **(Previously Presented)** The method of claim 3, further comprising:

receiving a payment from said service provider for using said computer software-based process.

6. **(Currently Amended)** The method of claim 5, further comprising:

Receiving a second ~~an~~ agreement from said service provider not to pass on to any client any cost of using said computer software-based process, said second agreement including data representing a promise by said service provider not to pass on to any client any of said cost.

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7-73. (Canceled)

74. (Currently Amended) A system for facilitating services, said system comprising:

means for representing with computer-readable data characteristics of and identification of a service provider, wherein the service provider is a human;

means for allowing potential clients to search said characteristics over a computer network and receive a representation of data identifying said service provider;

means for receiving agreement from said service provider to use a computer-based communication-enhancing system to provide services to each client obtained via said means for allowing potential clients to search said characteristics, said agreement from said service provider including data representing a promise by said service provider to use said computer-based communication-enhancing system to provide said services;

means for receiving an agreement from at least one client to use said service provider to provide services, said agreement from said at least one client including data representing a promise to use said service provider to provide said services; and

means for monitoring by the computer-based communication-enhancing system a frequency of service-related communications between said service provider and said at least one client during the time that services are provided to said at least one client.

75. (Currently Amended) A system for facilitating services, said system comprising:

means for representing with computer-readable data characteristics of and identification of a service provider, wherein the service provider is a human;

means for allowing potential clients to search said characteristics over a computer network and receive a representation of data identifying said service provider;

means for receiving a representation from said service provider that said service provider meets certain minimum experience requirements;

means for receiving an agreement from at least one of said potential clients to use said service provider to provide services, said agreement from at least one of said potential clients including data representing a promise by at least one of said potential clients to use said service provider to provide said services;

means for receiving an agreement from said service provider to communicate with said at least one of said potential clients in accordance with a predetermined

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communication frequency while providing services, said agreement from said service provider including data representing a promise by said service provider to communicate with said at least one of said potential clients in accordance with said predetermined communication frequency; and

means for monitoring a frequency of service-related communications between said service provider and said at least one of said potential clients.

76-78. (Canceled)